

CITY COUNCIL AGENDA REQUEST FORM

Today's date: 11 / 15 / 18

Date of meeting 11 / 20 / 18

(City Council meetings are held the 1st and 3rd Wednesday of each month.)

Name of Citizen, Organization, Elected Official, or Department Head making request:

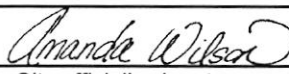
Amanda Wilson, Public Works Director

Address: 1123 Lake Street, Sandpoint, ID 83864

Phone number and email address: 208-263-3411 awilson@sandpointidaho.gov

Authorized by: Amanda Wilson

name of City official



City official's signature

(Department Heads, City Council members, and the Mayor are City officials.)

Subject: Revised Snow Removal Policy

Summary of what is being requested: Adoption of the Snow Removal Policy, including the associated Snow and Ice Control Routes Map

The following information **MUST** be completed before submitting your request to the City Clerk:

1. Would there be any financial impact to the city? ☐ Yes ☒ No

If yes, in what way? _____

2. Name(s) of any individual(s) or group(s) that will be directly affected by this action:

Citizens of Sandpoint

Have they been contacted?
Yes or No

Workshop

3. Is there a need for a general public information or public involvement plan? **Yes or No**

If yes, please specify and suggest a method to accomplish the plan: ☒ Yes ☐ No

Workshop on November 7th, 2018; informational Operations Plan details a public communications plan.

4. Is an enforcement plan needed? **Yes or No** ☒ Yes ☐ No Additional funds needed? **Yes or No** ☐ Yes ☒ No

5. Have all the affected departments been informed about this agenda item? **Yes or No** ☒ Yes ☐ No

This form must be submitted no later than 6 working days prior to the scheduled meeting. All pertinent paperwork to be distributed to City Council must be attached.

ITEMS WILL NOT BE AGENDIZED WITHOUT THIS FORM

**CITY OF SANDPOINT
AGENDA REPORT**

DATE: November 15, 2018

TO: MAYOR AND CITY COUNCIL

FROM: Amanda Wilson, Public Works Director

SUBJECT: Revised Snow Removal Policy

DESCRIPTION/BACKGROUND:

In alignment with the strategic initiative to provide continuous improvement of services, City staff collaborated to generate a comprehensive Operations Plan relating to snow and ice control. The Operations Plan defines and communicates performance measures, resources, safety and training requirements, procedures, and methods for communications. Through this process, opportunities to improve operational efficiencies were identified and resulted in proposed modifications to the existing Snow Removal Policy.

Proposed changes to the Snow Removal Policy were discussed with Council, staff, and citizens during a Workshop on November 7th, 2018.

MODIFICATIONS: the following is a summary of modifications to the Snow Removal Policy:

- The need to provide the greatest level of safety and benefit to the traveling public, in an efficient and fiscally responsible manner, necessitated that a more detailed structure of priorities be established.
- On-street parking on both sides of the streets negatively impacts staff's ability to perform services in an effective manner. Revised on-street parking restrictions and the ability to issue a no-parking-order in portions of town during heavy snow fall events are intended to reduce the time required to clear residential streets and to provide a simplified approach in an effort to enhance compliance with the policy.
- The use of snow gates requires additional time and has the potential to narrow travel ways. Revised policy clarifies when and where the use of snow gates is practical.
- Minor clerical revisions were made to policies relating citizens without substantial change.

IMPACTS: the following impacts are anticipated as a result of the policy modifications, associated Operations Plan, and recent administrative decisions:

- Proactive preparedness by allocating resources in a manner consistent with established priorities, defined crew sizes, and work schedules that allow for near continuous coverage.
- Improved communications and clarity of expectations with citizens and employees.
- Operations will initially focus on arterials, school routes, emergency routes and then the downtown core. Similar to the previous policy, residential streets will be serviced after higher priority streets, typically, during day time hours. The primary difference of the revised policy and associated impact relating to the priority structure is that during major winter events, services on residential streets may be delayed to ensure adequate coverage on streets with higher use.
- Limiting the use of snow gates to driveways, when practical, will reduce the time required to perform services on residential streets. This modification will create berms around vehicles parked on the street.

- Reduction in incidents and a higher level of employee and citizen satisfaction
- Clarity of roles and responsibilities between departments.
- Additional equipment and staff available to perform snow and ice removal services.

The Operations Plan is attached to provide informational details regarding the administrative implementation of the revised policy.

STAFF RECOMMENDATION: City staff recommend adopting the revised Snow Removal Policy and its associated Snow and Ice Control Routes Map establishing priority streets, sidewalks, pathways, and public parking lots.

ACTION: Render a decision to adopt the revised Snow Removal Policy.

WILL THERE BE ANY FINANCIAL IMPACT? No HAS THIS ITEM BEEN BUDGETED? N/A
Snow removal has a financial impact and is budgeted for on an annual basis. The priorities and expectations established by this policy are not expected to have a financial impact. Implementation of the policy will have a financial impact consistent with the adopted budget.

ATTACHMENTS:

Revised Snow Removal Policy

Revised Snow and Ice Control Routes Map

Snow and Ice Control Operations Plan (for reference, not adoption)

No: 18-
Date: November 20, 2018

RESOLUTION
OF THE CITY COUNCIL
CITY OF SANDPOINT

TITLE: SNOW REMOVAL POLICY REVISION

WHEREAS: The City of Sandpoint's current snow removal policy was adopted via Resolution No. 17-73 on October 18, 2017;

WHEREAS: City Council held a public workshop on November 7, 2018 to review proposed changes and updates to the policy to ensure City snow removal service is efficient, effective and provides the greatest level of safety and benefit to roadway users;

WHEREAS: The snow removal policy was modified to better define priorities, on-street parking rules and clarify the use of snow gates within City limits; and

WHEREAS: An updated route map has been developed to clearly communicate to City residents and businesses the priority routes and City streets, parking lots and pathways where City snow removal services shall be provided.

NOW, THEREFORE, BE IT RESOLVED THAT: It is in the best interest of the City to revise and update the City's Snow Removal Policy.

BE IT FURTHER RESOLVED THAT: City Council here adopts, effective immediately, the Snow Removal Policy and the updated snow removal map, a copy of which is attached hereto and made a part hereof as if fully incorporated herein.

Shelby Rognstad, Mayor

ATTEST:

Maree Peck, City Clerk

City Council Members:

YES NO ABSTAIN ABSENT

1. Eddy
2. Aitken
3. Williamson
4. Ruehle
5. Aispuro
6. Darling

CITY OF SANDPOINT

SNOW REMOVAL POLICY

In accordance with City Code, Title 6, Chapter 1, Section 4-3.C, this document represents the complete Snow Removal Policy. The policy's reference to "snow removal" comprehensively includes a variety of winter maintenance services such as applying surface treatments for traction, plowing of snow and slush, ice removal, and hauling of snow. Snow removal is a collaboration between the City and its citizens. The Snow Removal Policy establishes priorities and expectations. This policy is effective any time winter conditions are present, typically, between November 1 and March 1.

PRIORITIES - STREETS

The need to provide the greatest level of safety and benefit to the traveling public, in an efficient and fiscally responsible manner, necessitates that priority be given to essential services and more heavily used streets above other less traveled streets. Residential streets which require proportionally more time for snow removal for the amount of traffic served have a lower priority. Therefore, City streets have been divided into the following three priorities, as reflected on the Snow and Ice Control Routes Map:

PRIORITY 1: These are arterial and major collector streets, generally with a right-of-way width of 40 feet or more and average daily traffic greater than 3,000 and includes approximately 17 linear miles. Also included in this category are streets serving emergency response facilities, schools, and streets with hills and sharp curves where traction problems may cause hazardous driving conditions. Priority 1 streets are represented by yellow on the Map.

PRIORITY 2: These are streets generally located within the downtown business core, typically with a pavement width of at least 36 feet and includes approximately 4 linear miles. Priority 2 streets are represented by green on the Map. Typically, this area will be serviced between 2:00 am and 6:00 am, after Priority 1 streets are passable; in the event conditions change, resources may need to return to Priority 1 streets prior to completing Priority 2 streets.

PRIORITY 3: These are all other streets not designated as either Priority 1 or 2 streets and includes approximately 32 linear miles of primarily residential streets. Priority 3 streets are represented by red on the Map. Typically, this area will be serviced during normal day shift hours after Priority 1 and 2 streets are passable; in the event conditions change, resources may need to return to Priority 1 and 2 streets prior to completing Priority 3 streets.

PRIORITIES – SIDEWALKS, PATHWAYS, & PARKING LOTS

The City currently provides snow removal services on approximately 10 miles of public sidewalks and pathways and 16 public parking lots. Bus Stops are maintained by SPOT. Sidewalks, pathways, and parking lots are represented by blue on the Map. Snow removal services will be performed in the following priority order:

PRIORITY A: These locations require snow removal prior to 7:30 am, Monday – Friday, except Holidays:

City Hall Public Lot, City Fire Lot, City Police Lot and Alley, Downtown (Third and Church) Public Lot, Fifth Ave North (Cedar to Oak) Public Lot, Fifth Ave South (Oak to Church) Public Lot, Selkirk Loop Rest Area

(Superior) Lot, Jeff Jones Square Public Lot, Division (west side only) pathway (Baldy Mountain Rd to Hwy 2), Pine Street (north side only) pathway (Division to Travers Park), and Sandcreek Trail (Bridge St to Cedar St Bridge).

PRIORITY B: These locations require snow removal during normal day shift hours, Monday – Friday, except Holidays, after Priority B locations are completed. In the event conditions change, resources may need to return to Priority A locations.

City Hall sidewalks, Community Hall sidewalks, Bridge Street walking bridge, Downtown Public Lot sidewalks, Community Trail pathway (Larch to Chuck Slough), Jeff Jones Square sidewalks, Memorial Park (Lakeview and Ontario) sidewalks, Farmin Park sidewalks, Schweitzer Cutoff round-about sidewalks, Community Hall Public Lot, Beach Public Lot, and Travers Public Lot.

PRIORITY C: These locations require snow removal Monday – Friday, except Holidays, after Priority A and B locations are completed. In the event conditions change, resources may need to return to Priority A and B locations.

Larch round-about sidewalks, Travers Public Lot sidewalks, Boyer Ave (east side only) pathway (Larch to Mountain View Way), Community Garden sidewalks, Memorial Park pathway, Travers Park pathway, Gateway sidewalks, Beach pathway, Farmin's Park Sidewalks, Boyer (median at Cedar) sidewalks, Lakeview pathway, Lakeview Public Lot, 9th Grade Center sidewalk, McKinnick Trail Public Lot, Woodland Lift Station Lot, Ponderay Bay Trail Public Lot, Sandcreek Public Lot, Dock Street lift station, and marinas.

ON-STREET PARKING

This section shall not be interpreted to allow on-street parking in areas where parking is otherwise restricted by existing signage or any other provision of City Code. All parked vehicles on the streets must be cleaned of snow for visibility within 24 hours of any storm. Vehicles parked on the street during snow and ice events negatively impacts the City's ability to perform snow removal services in a timely and efficient manner. Therefore, the following parking restrictions are enforceable:

- **Priority 1 Streets**

On-street parking is restricted to only the even side of the street, unless posted otherwise, from November 1st through March 1st. The even side of the street includes even numbered addresses.

- **Priority 2 Streets**

On-street parking is prohibited in the downtown Business Sector from 2-6 AM from November 1st through March 1st, unless posted differently.

- **Priority 3 Streets**

On-street parking is restricted to only the even side of the street, unless posted otherwise, from November 1st through March 1st. The even side of the street includes even numbered addresses.

- **No Parking Order**

When snow fall has accumulated or is expected to accumulate on public streets in an amount sufficient to pose a hazard to the health, safety, and/or welfare of the inhabitants and/or property of City, the Public Works Director (or designee), Police Chief, or City Administrator, may issue a No Parking Order that prohibits parking on the street. The No Parking Order will communicate which locations of town and what times apply.

Vehicles left on the street are subject to removal (towing) by the Sandpoint Police Department, at the expense of the vehicle owner, when on-street parking is not in accordance with the Snow Removal Policy. Portions of Priority 3 streets may not receive snow removal services until vehicles parked on the street no longer restrict access by snow removal equipment.

MAILBOXES AND FENCES

Mailboxes damaged during snow removal will be evaluated on a case by case basis. Only those mail boxes that were properly located and installed in accordance with City of Sandpoint and United States Postal Service standards, and which were damaged by actual contact with City equipment, will be considered for repair at city expense. Fences in the right of way may be damaged by snow operations. The City is not responsible for damage to fences and landscaping that are located within the street right of way.

ASSISTANCE TO STRANDED MOTORISTS

City personnel may assist stranded motorists by contacting law enforcement or emergency personnel; personnel shall not remove vehicles from ditches, snow banks or any other impediment.

USE OF GATES

City graders are equipped with snow gates to reduce the amount of snow plowed in front of driveways. The use of snow gates may narrow roadways, especially as the winter continues, since the plows can no longer reach all the way to the curb; therefore, the following applies to the use of snow gates:

- Snow gates are used city-wide when the snow fall is less than 4-inches
- The use of snow gates may be suspended during snow events in which the snow is greater or wetter than their use would be effective.
- Snow gates will not be used in front of vehicles, mailboxes, or trash containers.
- Removal of the accumulation of a snow berm created by the City snow plow operations at private driveway entrances, vehicles, mailboxes, or trash containers is the responsibility of the citizen or business owner.

TRASH CONTAINERS

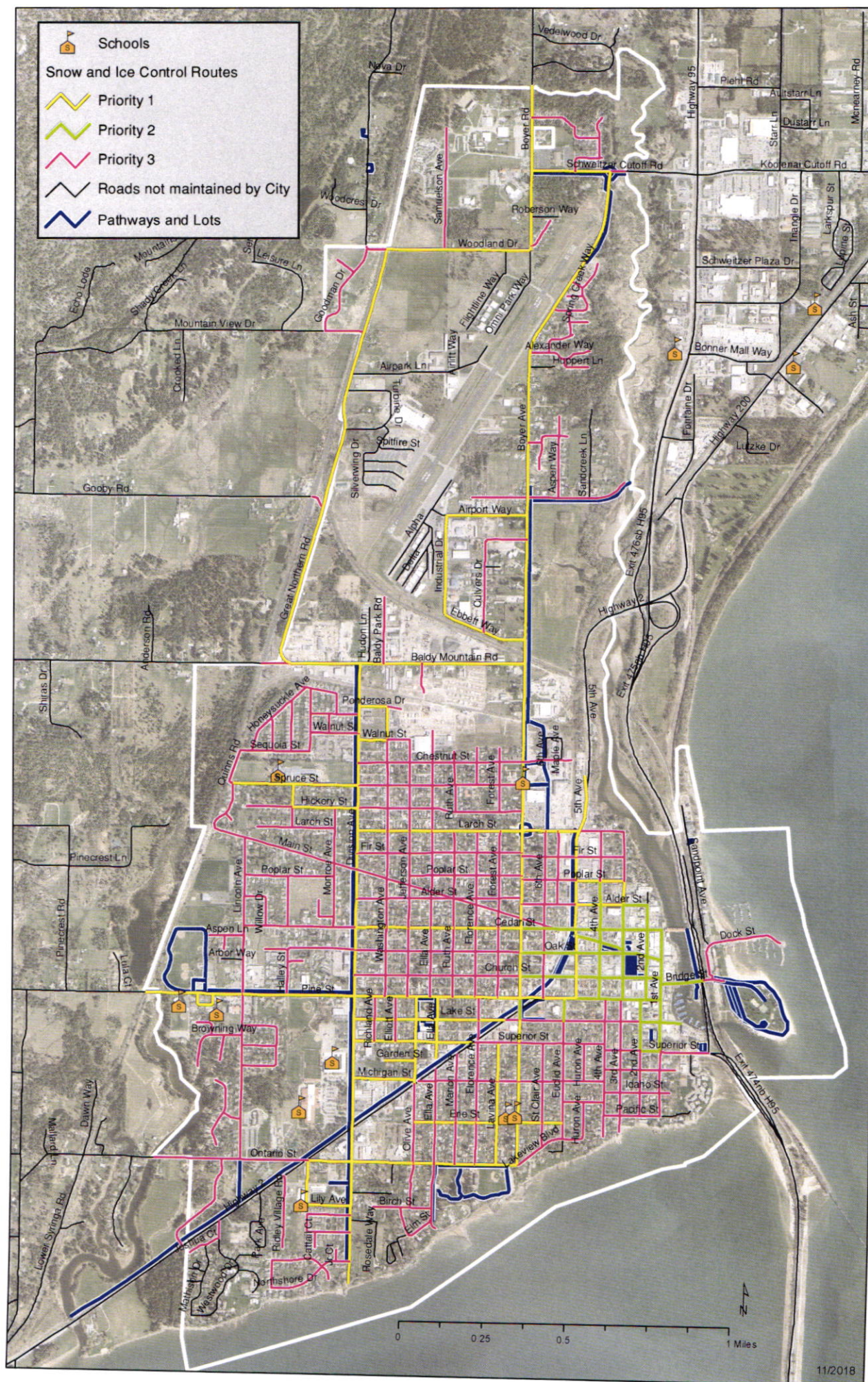
Citizens shall not place trash containers in the street until it has been cleared of snow. Citizens are encouraged to place trash containers in their driveway when snow is present or forecasted.

SIDEWALKS & FIRE HYDRANTS

Citizens and businesses must keep their sidewalks, ADA ramps, and fire hydrants clear of snow and ice. At a minimum, maintain a 36-inch wide to allow pedestrians to travel effectively.

DEPOSITING SNOW ON PUBLIC STREETS

Piles of snow left on or near the roadway can freeze into a solid mass, creating a hazardous situation for vehicles and snowplows. Depositing of snow on public streets is prohibited. Collisions and damages caused by snow piles placed in the roadway may result in liability to the property owner.



Snow & Ice Control

CITY OF SANDPOINT
PUBLIC WORKS DEPARTMENT

Operations Plan

NOVEMBER 2018



PURPOSE

The purpose of this plan is to define and clearly communicate snow and ice control operations within the City of Sandpoint. The average annual snowfall in Sandpoint is 58 inches, typically occurring between the months of November and March. The rate and accumulation of snowfall, moisture content, temperature, time of day, visibility, wind velocity, duration and traffic volumes are all variables that interact to create a unique condition for each storm. No two storms are ever identical. Therefore, while this plan provides advanced planning and organization, flexibility and professional judgement by experienced staff is paramount to a safe and effective snow and ice control operation.

PERFORMANCE MEASURES

In alignment with recent strategic initiatives, this plan establishes standard methods for setting priorities, tracking accountabilities, and measuring progress relating to snow and ice control operations. Performance measures serve as a quantifiable indicator to assess how desired objectives are being achieved. They are reviewed annually to help foster a culture that embraces continuous improvement and to maintain transparency and accountability. Responsibilities, targeted goals, and other details necessary to implement the following performance measures is addressed in a separate policy.

A. EMPLOYEE SATISFACTION

Doug Conant, CEO of Campbell's Soup once said "To win in the marketplace, you must first win in the workplace." Working in winter weather conditions means an increased exposure to hazards, long hours, irregular schedules, and various stresses related to being cold, high expectations, and an environment that is continuously changing. Meeting other performance measures is substantially dependent on the satisfaction of City employees performing the work.

Each season, City staff will be provided a survey with questions specifically relating to snow removal operations. The survey is anonymous but mandatory and will be conducted at regular intervals, generally, during the months of October, January, and April. Survey results will be based upon a scale of one to ten (ten representing extremely satisfied).

B. CITIZEN SATISFACTION

Similar to employee satisfaction, citizen satisfaction is affected by multiple variables. The traveling public is subject to additional stresses during winter weather conditions, expectations are often unique to each individual, and surface conditions may vary by location. For these reasons, assessing citizen satisfaction specifically relating to snow and ice controls provides meaningful data that can be analyzed in relation to possible contributing factors such as weather conditions, staffing, costs and procedures during a given timeframe. The citizen survey specific to snow and ice control should be available throughout the season, beginning in November.

C. NUMBER OF INCIDENTS

The total number of motor vehicle incidents can be an effective indicator of the overall effectiveness of snow and ice control operations. Although many variables often contribute to motor vehicle incidents, trends exist and fluctuations in the data can assist with decision-making. For example, if 20 crashes per month is an average over the course of three years during winter months and that value suddenly decreases or increases after the use of a new de-icing chemical, this data can help support if the change

was effective. The Police Department already collects and monitors crash data; the purpose of this goal is to organize and utilize the data in a manner meaningful to snow and ice control operations.

D. TIME TO PROVIDE PASSABLE STREETS

Many municipalities monitor the time required to achieve “bare pavement.” Although this goal is desirable it has proven to be less practical in northern regions where a more common measure is the time required to provide passable streets. Essentially, the time is recorded from start-to-finish of an operation. A variety of technologies exist to assist with precise tracking; until the City is able to implement such mechanisms, each employee will log their time actively controlling snow and ice, including where, type of equipment, and any standby time. This data has the potential to assist with decision-making relating to resources, methods of removal, routes, and other planning efforts.

E. ANNUAL COST PER MILE

This measure calculates the total costs of snow and ice control operations divided by the number of miles maintained to develop an annual, total cost per mile. The value is comparable to other municipality benchmarks and is useful in correlation with the other four measures. Thoroughly understanding our costs and reporting them in relation to performance is essential to fiscal responsibility and being good stewards.

CITY CODE REFERENCE

The following City Codes are uniquely applicable to snow and ice control: Title 6, Chapter 1, *Traffic Regulations* and Title 7, Chapter 11, *Material Specifications for Street Sanding Material*.

RESOURCES

A. PERSONNEL

Snow and ice control operations are primarily performed by Public Works personnel due to the experience, training, and technical operating skills necessary to operate large equipment. Majority of the staff in this department have a Commercial Driver License. Within Public Works, the Streets Division serves as the lead on snow and ice control operations, including (6) full-time equipment operators and (1) Streets Supervisor. Personnel from the Utilities Division are also well-qualified to assist with operations; generally, between the months of November and March, (5) personnel from the Utilities Division are dedicated to snow and ice control operations with an additional (3) undedicated but available to support when required. The City employs a full-time mechanic to assist with equipment repairs and maintenance. The total number of qualified staff dedicated to snow and ice control operations is (12).

B. EQUIPMENT

The City of Sandpoint has a variety of equipment available to utilize in snow and ice control operations. Equipment most commonly used to provide passable streets and paths includes (2) graders, (2) loaders, (1) loader with blower, (2) plow trucks, (1) sander, (1) bobcat, and (6) dump trucks. The following is a complete list of equipment that may be used in snow and ice control operations:

Year	Make	Model	Notes
1999	Cat	Grader 505	
1999	Cat	Grader 502	
2016	JD	644 Endloader	with blower
2018	JD	644 Endloader	new
1985	Cat	936 Endloader	
2000	Cat	938 Endloader	
2011	Kodiak	Blower 3636	
1997	Kodiak	Blower 3030	<i>Out of Service</i>
1999	Ford	575 Backhoe #6	
2001	Ford	575 Backhoe #7	
2001	Bobcat	863 2418	
2012	Bobcat	S630	
2011	Ford	F350 Quad Cab	C17213
1988	Ford	Sander	C12958
2006	Mack	Mag Trk Deicer	C14360
1997	FRTLINER	Plow Truck	C15464
1998	FRTLINER	Plow Truck	C15424
2011	INT	Dump truck - Blue	C17382
1993	Ford	Dump truck - Blue	C 1053
1989	INT	Dump truck - White	C11928
1990	Ford	Dump truck - Blue 5 yd	C11157
1991	INT	Dump truck - Orange	C14950
2017	W Star	Dump Truck - White	C19592

C. MATERIALS

Snow and ice control operations include application of salt-brine (pre-wetting, anti-icing), crushed rock, and/or salt-rock mixture. City Code, Title 7, Chapter 11 details *Material Specifications for Street Sanding Material*. Salt-brine is procured by and stored at the Independent Highway District yard on Baldy Mountain Road; small portions are transported to the City Shop for near immediate use. Crushed rock is provided by a supplier and stored at the City Shop. Use of other materials for surface preparation or icing is not permitted unless authorized by the Public Works Director in coordination with the Idaho Department of Environmental Quality due to various regulations relating to water quality.

D. CONTRACTED SERVICES

Although the City is well-equipped with personnel and equipment to control most snow and ice event, additional resources are necessary during larger or sustained events. Each year, the City solicits for on-call, term-contracts with one or more vendors for operated equipment services such as hauling and plowing. The initiation of contracted services must be authorized by the Streets Supervisor, Public Works Director, or designated personnel.

E. MEMORANDUMS OF UNDERSTANDING

Currently, the City does not have agreements in place with ITD, IHD, or the County for support services.

PROCEDURES & RESPONSIBILITIES

The following procedures describe implementation of the Operations Plan. These procedures are intended as an aide to supervisors and management staff to ensure essential actions are taken. Variations to the schedule and methods may be made by the Street Supervisor and Public Works Director to best meet the demands of changing winter events. This information may also be used to help provide residents with a better understanding of how the City controls snow and ice.

A. SAFETY & TRAINING

The following is a summary of required actions; this list is not intended to replace other policies:

- Prior to November 15th, all staff that may perform snow and ice control operations shall review potential hazards and mitigation methods associated with working in winter conditions, including but not limited to: snow removal (parked cars, obstructions, etc), trips and slips, night work, cold weather, and equipment operation. Time shall be dedicated to reviewing hazards and identifying methods for mitigation on an annual basis.
- Prior to November 15th, all staff that may perform snow and ice control operations shall review operating procedures. Detailed discussions regarding hours, communications, routes, and equipment operation are to take place annually. Lessons learned from previous years and dry-runs are essential to preparedness.
- Employees shall not work in excess of 12 consecutive hours. A minimum of 10 hours off is required before returning to work.
- Employees are encouraged to make recommendations for improving conditions.
- Working alone is strongly discouraged; it may be necessary at times but is generally an unsafe practice and should be avoided.

B. SCHEDULE

Schedule	Shifts	Number of Employees
Normal Daily Schedule Monday through Friday	7:30 am - 4:00 pm	(12) Employees
Snow Call Based on Forecast 24 hours/ 7 days week	~10:00 pm - ~6:30 am (times depend on forecast)	(4) Employees per Crew 3 crews, rotate every 3 weeks
On-Call 24 hours/ 7 days week	November 1st-March 15st	(15) Employees
<i>Streets Supervisor is responsible for assigning personnel to each crew to help ensure each crew has a balance of experienced. Each crew will be assigned a Crew Lead.</i>		

Snow Call hours may be adjusted based upon actual forecast and previously worked hours. More than one Snow Call crew may be required per event. The intent is to provide relatively continuous coverage when practical, limiting the need for the entire crew except on rare occasion during emergencies.

No one person shall work more than 12 hours; a minimum of 10 hours off is required prior to returning to work. Safety of personnel is a priority that must be balanced with the safety of the traveling public. Proper planning is essential. All Public Works staff are subject to being called in during winter months.

C. MONITORING

Street Division will use the National Weather Service to monitor weather conditions regularly, throughout each day between November and March.

D. PRIORITIES & METHODS

When heavy snow events or other irregular events occur, the program is unable to deliver the accustomed level of service to all public streets, and operations must instead focus on available resources on the streets most traveled and on those that provide essential services. It is impractical, physically and fiscally, to give all streets an equal level of services and maintain near continuous coverage.

The need to provide the greatest level of safety and benefit to the traveling public, in an efficient manner, necessitate that priority be given to certain heavily used streets above others less traveled. Streets with higher intensity use have a higher priority for snow removal service. Residential streets which require proportionally more time for snow removal for the amount of traffic served have a lower priority. Therefore, City streets have been divided into the following priorities based upon the Snow Removal Policy, adopted by Council.

The following matrix is intended to detail a plan per winter event type:

OPERATIONS PLAN		NORMAL PLAN, PER EVENT TYPE (ACTUAL CONDITIONS MAY REQUIRE DEVIATIONS)				EQUIPMENT
CATEGORY	APPROXIMATE AMOUNT	MINOR 2" - 4"	MODERATE 4" - 8"	MAJOR 8" - 12"	EMERGENCY 12" +	
PRIORITY 1 YELLOW	ABLE TO PERFORM WORK	ANYTIME	ANYTIME	ANYTIME	ANYTIME	GRADER PLOW TRUCK
	AVG. TIME UNTIL PASSABLE AFTER SNOW STOPS	4 HOURS	6 HOURS	6 - 8 HOURS	8+ HOURS	
PRIORITY 2 GREEN	ABLE TO PERFORM WORK	2:00 AM - 6:00 AM	2:00 AM - 6:00 AM	2:00 AM - 6:00 AM	ANYTIME	LOADER GRADER LOADER W/BLOWER TRUCK(S)
	AVG. TIME UNTIL PASSABLE AFTER SNOW STOPS	4 HOURS	6 HOURS	6 - 8 HOURS	8+ HOURS	
PRIORITY 3 PINK	ABLE TO PERFORM WORK	DAY SHIFT	DAY SHIFT	DAY SHIFT	WHEN PRACTICAL	GRADER PLOW TRUCK LOADER (CUL.D.SAC) LOADER GRADER GRADER PLOW TRUCK
	AVG. TIME UNTIL PASSABLE AFTER SNOW STOPS	6 HOURS	8 HOURS	8 - 12 HOURS	MORE THAN 1 DAY	
PATHWAYS & LOTS BLUE	ABLE TO PERFORM WORK	DAY SHIFT	DAY SHIFT	DAY SHIFT	WHEN PRACTICAL	PLOW TRUCK(S) BOBCAT(S)
	AVG. TIME UNTIL PASSABLE AFTER SNOW STOPS	2 - 4 HOURS	4 - 6 HOURS	6 HOURS	6+ HOURS	
SNOW GATES @ DRIVEWAYS		YES	WHEN PRACTICAL	NO	NO	PRE-TREATMENT & SANDER PROACTIVELY AND AS NEEDED
ADDITIONAL RESOURCES		TYPICALLY, NONE REQUIRED	TYPICALLY, NONE REQUIRED	CONTRACTED TRUCKS ALL STAFF EVENT	CONTRACTED TRUCKS ALL STAFF EVENT	

Although the above plan is typically viable, the Streets Supervisor and Public Works Director are responsible and have the authority to make adjustments as necessary, factoring the following into the decision-making: (a) safety of the public and employees, (b) prioritization based upon the policy, and (c) ensuring resources remain available for near continuous coverage. Consistency in personnel assigned to each crew is essential.

COMMUNICATIONS

Effective communications are essential to any operation. All performance measures are heavily influenced by how well we communicate internally and externally and the integration between the two.

- Pre-Season Education: Public Works Director, Police Chief, and City Administrator will coordinate to issue a public awareness flier regarding winter operations, including where to go for updates, policies, contact information, and ways in which residents can help.
- Schedule: prior to November 15th a detailed work schedule for the season will be posted to all Public Works employees, including who is specifically on each crew and when each Snow Call crew is scheduled, and designation of a crew lead per crew.
- Weather Event Notifications: whenever crews are mobilized for snow and ice control operations, the Streets Supervisor and/or Crew Lead will notify the Public Works Director by phone or text. The Public Works Director will notify the City Administrator who will inform the public about planned activities on Facebook and Engage Sandpoint.
- Engage Sandpoint: citizens may report concerns on the interactive, web-based platform. Alternatively, concerns may be called into a Winter Hotline that will be recorded and regularly monitored by the Public Works Director (or designee) who is responsible for responding to the public on Engage Sandpoint or by phone.
- Crew Coordination: the Streets Supervisor is responsible for crew coordination. During off-hours, Crew Leads are responsible for contacting the Streets Supervisor should they determine an additional crew is needed to respond to the event. The Streets Supervisor will make the decision to mobilize an additional crew and contact the respective Crew Lead. The Crew Lead will contact the rest of the crew.
- Technology: each equipment operated during snow and ice removal is equipped with a radio. Each personnel shall carry a cell phone. Each Crew Lead will keep an i-Pad with them as an additional means for communications and for use of the GIS.

CONTINUOUS IMPROVEMENT

Consistent with City strategic initiatives, continuous improvement is essential. The following opportunities have been identified as actions that are most likely to directly improve performance measures including employee satisfaction, citizen satisfaction, incident rates, time until passable, and costs of operations.

- Real-time tracking, positioning and data on equipment with a public interface that will enable staff and citizens to visually locate where equipment is working and where it has been working. This technology is critical in identifying methods for improving efficiencies and generating data necessary for tracking time of performance.
- Evaluate technologies for obtaining real-time data relating to surface conditions; perform a cost benefit analysis to determine if technology would better enable decision-making relating to operations, including mobilization, type of surface treatment, and areas of focus.
- Membership and participation in Pacific Northwest Snowfighters, specifically, annual conference; regionally based, high quality educational opportunities with other public entities and research agencies.

- Attendance at APWA North American Snow Conference; national conference where the latest equipment and technology vendors relating to snow and ice removal are under a single umbrella, along with three days of educational courses.
- Identify new methods for proactive communications with residents such as through Engage Sandpoint, text and email notification systems, fliers, video interviews, and radio messages.

Implementation and timing of the above opportunities is subject to available budget and resources. However, a conscious effort should be made to pursue them in a strategic manner. Actual performance measure results will serve as aid in prioritizing these planned actions.